

## CIT Customer Service Report for the Telecommunications Branch



For the period: Saturday, March 01, 2008 12:00:00 AM to Monday, March 31, 2008 11:59:59 PM

Snapshot Date: 4/1/2008 7:30:07 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
<b>Telecommunications</b>											
10 Digit Dialing	2	0	0	0	0	0	0	0	0	2	10
Circuits	1	0	0	28	0	0	4	1	0	24	0
Conferencing	12	0	0	2	0	0	1	4	0	9	10
DELPRO	4	0	0	186	0	0	124	2	0	64	0
General Info	26	0	0	9	1	0	4	17	0	13	12
New Request/Termination	7	0	0	0	0	0	0	1	0	6	6
Operator Services	1	0	0	1	0	0	0	0	0	2	2
Phones/Accessories	42	0	0	23	0	0	8	18	0	39	4
Repair	23	0	0	2	0	0	6	0	0	19	4
Repairs	32	0	0	388	0	0	12	19	0	389	0
Training	2	0	0	0	0	0	0	2	0	0	5
TSR	46	0	0	496	0	0	175	41	0	326	0
User Change	0	0	0	2	0	0	1	0	0	1	2
Voice Mail	48	0	0	2	0	0	0	40	0	10	7
Voicemail Transfer	1	0	0	0	0	0	0	0	0	1	5
Web Work	1	0	0	3	0	0	3	0	0	1	4
<b>Grand Total:</b>	<b>248</b>	<b>0</b>	<b>0</b>	<b>1142</b>	<b>1</b>	<b>0</b>	<b>338</b>	<b>145</b>	<b>0</b>	<b>906</b>	<b>1</b>

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AM

Total Tickets Closed:	1051
Total Tickets Assigned/Pending/Checked Out:	339
Total Tickets Created:	<u>1390</u>